

Dell Dimension® XPS Rxxx Systems

**SETUP GUIDE**

---

**Information in this document is subject to change without notice.  
© 1998 Dell Computer Corporation. All rights reserved.**

Reproduction in any manner whatsoever without the written permission of Dell Computer Corporation is strictly forbidden.

Trademarks used in this text: *Dell*, the *DELL* logo, and *Dell Dimension* are registered trademarks and *DellWare* is a registered service mark of Dell Computer Corporation; *MS-DOS*, *Microsoft*, *Windows*, and *Windows NT* are registered trademarks of Microsoft Corporation.

Other trademarks and trade names may be used in this document to refer to either the entities claiming the marks and names or their products. Dell Computer Corporation disclaims any proprietary interest in trademarks and trade names other than its own.

October 1998 P/N 6341D A01



# Welcome

This guide is intended for anyone who is setting up or starting to use a Dell Dimension XPS Rxxx computer system. Both first-time and experienced computer users should complete Chapter 1 to properly configure a system for operation. The remaining chapters describe procedures for using software and hardware.



**CAUTION:** Before using this guide, connect the system according to the steps on the *Getting Started* sheet. Failure to properly connect your system may result in computer malfunctions or damage.

## Safety Instructions

Safety instructions for setting up and using your system are given throughout this guide. The *Reference and Troubleshooting Guide* provides detailed safety information.

## Abbreviations, Acronyms, and Terms

Abbreviations, acronyms, and computer terms are identified or defined as they are used in this guide. For a complete listing, refer to the Glossary in the *Online Guide*.

## Notational Conventions



**WARNING:** A **WARNING** indicates the potential for bodily harm and tells you how to avoid the problem.



**CAUTION:** A **CAUTION** indicates either potential damage to hardware or loss of data and tells you how to avoid the problem.

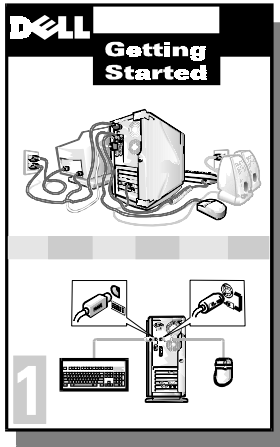


**NOTE:** A **NOTE** conveys important information that helps you make better use of your computer system.

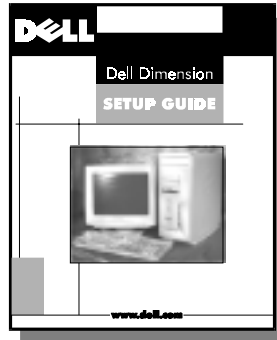
## If You Need Help

If you need help while using this guide, refer to Chapter 5, "Frequently Asked Questions." For detailed troubleshooting procedures, refer to the *Reference and Troubleshooting Guide*.

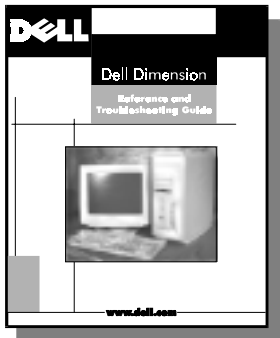
# Information Resources



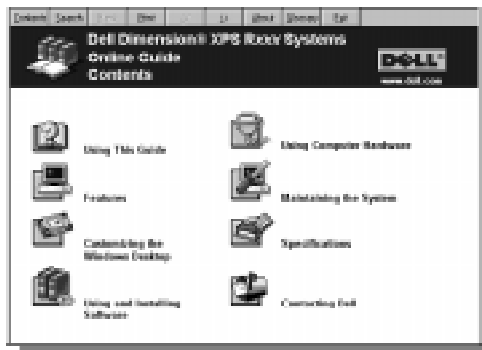
The *Getting Started* sheet provides step-by-step instructions for connecting your computer system. Start with this document.



The *Setup Guide* explains how to prepare your system for operation. It also describes how to use software and hardware.



The *Reference and Troubleshooting Guide* provides maintenance information, instructions on installing upgrades like memory, and troubleshooting procedures for solving common problems.



The *Online Guide* replicates important information from both the *Setup Guide* and *Reference and Troubleshooting Guide*. It is provided for those who prefer online documents to printed ones.

To open the guide, click the **Start** button, point to **Programs**—>**Dell Accessories**, and click **Online Guide**.





# Contents

<b>Chapter 1</b>	<b>Preparing Your Computer System for Use the First Time . . . . .</b>	<b>1-1</b>
	Setting Up Windows 98 . . . . .	1-1
	Completing Dell Setup in Windows 98 . . . . .	1-4
	Making Program Diskette Sets . . . . .	1-5
	Setting Up Windows NT . . . . .	1-6
	Creating a Windows NT Emergency Repair Diskette. . . . .	1-8
<b>Chapter 2</b>	<b>Customizing the Windows Desktop . . . . .</b>	<b>2-1</b>
	Using the Welcome to Windows 98 Screen . . . . .	2-1
	Major Features of the Windows Desktop . . . . .	2-2
	Working Within Program Windows. . . . .	2-4
	Control Panel . . . . .	2-5
	Setting Up Display Properties . . . . .	2-6
	Changing the Wallpaper . . . . .	2-6
	Changing the Screen Saver . . . . .	2-7
	Changing Desktop Themes . . . . .	2-8
	Web View. . . . .	2-9
	Shortcuts . . . . .	2-9
	Creating a Shortcut on the Windows Desktop. . . . .	2-10
	Arranging and Positioning Shortcuts . . . . .	2-10
	Using Windows Help. . . . .	2-11
<b>Chapter 3</b>	<b>Using and Installing Software . . . . .</b>	<b>3-1</b>
	Accessing Programs . . . . .	3-1
	Basic File Management. . . . .	3-1
	My Computer . . . . .	3-1
	Windows Explorer . . . . .	3-2
	Finding Files . . . . .	3-3

Copying Files . . . . .	3-4
Moving Files. . . . .	3-4
Renaming Files . . . . .	3-4
Deleting Files . . . . .	3-5
Retrieving a Deleted File From the Recycle Bin . . . . .	3-5
Emptying the Recycle Bin. . . . .	3-5
Shutting Down Your Computer. . . . .	3-6
Installing and Configuring Additional Software . . . . .	3-6
Temporarily Disabling Windows 98 Virus-Scanning Programs . . . . .	3-7
Removing Software . . . . .	3-7
Device Drivers. . . . .	3-7
Backing Up Files . . . . .	3-8

**Chapter 4      Using Computer Hardware . . . . . 4-1**

Video Display. . . . .	4-1
Changing the Display Resolution in Windows 98 . . . . .	4-1
Changing the Refresh Rate in Windows 98. . . . .	4-3
Changing the Display Resolution in Windows NT . . . . .	4-4
Changing the Refresh Frequency in Windows NT. . . . .	4-5
Keyboard . . . . .	4-5
Mouse. . . . .	4-7
CD-ROM and DVD-ROM Drives . . . . .	4-8
Speakers . . . . .	4-9
Microphone. . . . .	4-9
Adding a Printer. . . . .	4-9
Using Plug and Play Devices. . . . .	4-10
System Upgrades . . . . .	4-11

**Chapter 5      Frequently Asked Questions . . . . . 5-1**

General Questions . . . . .	5-1
Program Diskette Maker Questions . . . . .	5-2
Software Questions . . . . .	5-2
Hardware Questions . . . . .	5-3
Getting Help . . . . .	5-5

**Index**

**Figures**

Figure 1-1. Important Technical Support Information Window . . . . .	1-2
Figure 1-2. Windows 98 Date/Time Properties Window. . . . .	1-3
Figure 1-3. Dell Setup Icon . . . . .	1-4
Figure 2-1. Windows Desktop. . . . .	2-2
Figure 2-2. Start Button Menu. . . . .	2-3

Figure 2-3.	Windows Title Bar . . . . .	2-4
Figure 2-4.	Taskbar and Program Buttons . . . . .	2-5
Figure 2-5.	Control Panel Window . . . . .	2-5
Figure 2-6.	Background Tab of the Display Properties Window . . . . .	2-6
Figure 2-7.	Screen Saver Tab of the Display Properties Window . . . . .	2-7
Figure 2-8.	Desktop Themes Window . . . . .	2-9
Figure 2-9.	Contents Tab of Windows Help. . . . .	2-11
Figure 3-1.	My Computer Window . . . . .	3-2
Figure 3-2.	Windows Explorer . . . . .	3-3
Figure 3-3.	Find: All Files Window . . . . .	3-3
Figure 3-4.	Shut Down Windows Window . . . . .	3-6
Figure 4-1.	Windows 98 Display Properties Window . . . . .	4-2
Figure 4-2.	Windows 98 Advanced Display Properties Window . . . . .	4-3
Figure 4-3.	Windows NT Display Properties Window . . . . .	4-4
Figure 4-4.	Typical Keyboard . . . . .	4-6
Figure 4-5.	Microsoft IntelliMouse. . . . .	4-7
Figure 4-6.	Properly Inserting a Disc . . . . .	4-8

## **Tables**

Table 2-1.	Major Features of the Windows Desktop . . . . .	2-2
Table 2-2.	Start Menu Options . . . . .	2-3
Table 2-3.	Background Tab Features . . . . .	2-7
Table 2-4.	Screen-Saver Tab Features . . . . .	2-8
Table 4-1.	Windows Logo Key Combinations. . . . .	4-6







# CHAPTER 1

## ***Preparing Your Computer System for Use the First Time***

After you connect your computer system according to the steps on the *Getting Started* sheet, you need to prepare it for use the first time you start it. Your Dell Dimension<sup>®</sup> XPS Rxxx system has been shipped with either the Microsoft<sup>®</sup> Windows<sup>®</sup> 98 or Microsoft Windows NT<sup>®</sup> operating system already installed. Perform the steps in the setup procedure corresponding to your operating system so the software functions properly on your Dell<sup>®</sup> system.

### ***Setting Up Windows 98***

Initial setup of Windows 98 takes about 15 minutes. The setup process is customized according to which computer components you have.



**CAUTION:** To prevent possible conflicts with Windows 98, do not connect devices such as printers or install items such as expansion cards before you complete your Windows 98 setup. These devices should only be connected or installed after the operating system setup is completed.



**CAUTION:** Do not interrupt the Windows 98 setup process. Doing so may render your computer unusable.



**CAUTION:** If you experience problems, do *not* use <Ctrl> <Alt> <Del> to reboot your system. Instead, turn off and then turn on your system. When prompted, select **Safe Recovery Mode** to continue the setup.

To complete the initial setup of Windows 98 on your Dell system, follow these steps:

1. Turn on your system.

The **Dell Software License** window appears. By typing *y*, you are agreeing to read the software license agreement that came with your system.

2. Type **y** to continue.

The **Important Technical Support Information** window appears (see Figure 1-1) and displays your Express Service Code. The Express Service Code helps expedite Dell technical support. Record the code and store it in a safe place.



*NOTE: Dell's Express Service Code may not be available in all countries.*



**Figure 1-1. Important Technical Support Information Window**

3. Type **x** to continue.
4. When the **Complete the Dell Setup** window appears, read the message that appears in the window and then press any key to continue the setup process.

Your system restarts automatically.

5. When the **Regional Settings** window appears, select the regional setting for your location and then click **Next>**.

This setting tells Windows 98 how to display numbers, dates, time, and currency.

6. In the **Keyboard Layout** window, accept the default (highlighted) keyboard from the list and then click **Next>**.



*NOTE: If you are located outside of the U.S., click the keyboard for your location.*

7. In the **User Information** window, type your name and, if applicable, company name. Then click **Next>**.

The **Name** field must be completed; the **Company Name** field is optional.

8. Read the license agreement, click **I accept the Agreement**, and then click **Next>**.

If you do not accept the agreement, you cannot access Windows 98. After you accept the license agreement, the **Product Key** window appears.

9. Find the Product Key on the Certificate of Authenticity on the front cover of the *Getting Started/Microsoft Windows 98* document, enter the Product Key in the fields provided, and then click **Next>**.
10. When the **Start Wizard** window appears, click **Finish**.
11. If the **Enter Network Password** window appears, enter a user name and password. This window appears only when your system has a network card. When the **Set Windows Password** window appears, reenter the password. Depending on your system's configuration, windows may appear listing which items Windows 98 is setting up.
12. If the **Enter Windows Password** window appears, enter your user name and, if applicable, your password. Then click **OK**. The **Username** field must be completed; the **Password** field is optional. Depending on your system's configuration, windows may appear listing which items Windows 98 is setting up.
13. In the **Date/Time Properties** window (see Figure 1-2), click the down arrow and select the appropriate time zone for your location from the drop-down list. Click **Apply**, and then click **OK**.



**Figure 1-2. Windows 98 Date/Time Properties Window**



**CAUTION:** To prevent possible conflicts with Windows 98, you must not begin printer setup until the Windows 98 setup is completed.

14. In the **Add Printer Wizard** window, click **Cancel**.

Windows 98 finalizes your setup.

15. If the IntelliMouse **Productivity Tips** window is open on the Windows desktop, read the window's contents. Click the **Show Tips at Windows Startup** box to uncheck it, and then close the window by clicking the **X** in the upper-right corner.
16. If you are in the U.S. and ordered a Dell-installed modem with your system, a screen appears that prompts you to set up your Internet access. Follow the instructions that appear on the screen.



*NOTE: Make sure you connected the telephone line(s) to the system as illustrated on the Getting Started sheet that came with your system.*

If you have a network card or if you are located outside of the U.S., proceed to the next step.

17. When the **Welcome to Windows 98** screen appears, click the **X** in the upper-right corner of the screen.

The **Welcome to Windows 98** screen is described in Chapter 2, "Customizing the Windows Desktop."

18. Click anywhere inside the **Welcome to Your New Dell Computer** window to view a brief multimedia presentation. When the presentation ends, close the window by clicking the **X** in the upper-right corner.

## Completing Dell Setup in Windows 98

After you set up Windows 98, run the Dell Setup program so that your Dell-installed software, including virus protection, works properly on your operating system. To complete this setup, follow these steps:

1. Double-click the **Dell Setup** icon (see Figure 1-3) on the Windows desktop.



**Figure 1-3. Dell Setup Icon**

The Dell Setup program runs. When it finishes, a dialog box instructs you to restart the computer.



*NOTE: After the system restarts, the Dell Setup icon no longer appears.*

2. Click **Yes**.

Windows 98 restarts automatically.

# Setting Up Windows NT

If you are on a local area network (LAN), check with your network administrator *before* setting up Windows NT for information relevant to the setup process, such as the computer name, the administrator password, and required network protocols. Also attach the network cable (if applicable) and connect any devices you want to use with your system.



**CAUTION: Do not interrupt the operating system's setup process. Doing so may render your computer unusable.**

Initial setup of Windows NT takes about 30 minutes. To configure Windows NT for your system, follow these steps:

1. Turn on your system and any attached devices.

The **Dell Software License** window appears. By typing *y*, you are agreeing to read the software license agreement that came with your system.

2. Type *y* to continue.

3. The **Important Technical Support Information** window appears and displays your Express Service Code. The Express Service Code helps expedite Dell technical support. Record the code and store it in a safe place.



*NOTE: Dell's Express Service Code may not be available in all countries.*

4. Type *x* to continue.

The setup program examines your computer's hardware and copies to your hard-disk drive the files needed to run Windows NT. After several minutes, the system reboots and the Microsoft software license agreement appears.

5. Read the license agreement, and then click the **I Agree** button.

You must accept the agreement to proceed with the setup of Windows NT.

6. In the **Windows NT Setup** window, click **Next>** to continue.

7. Type your name and organization (up to 50 characters each) and click **Next>**.

8. In the **Registration** window, enter your 20-digit product ID number and click **Next>**.

The number is located on the Certificate of Authenticity on the front cover of the *Microsoft Windows NT Workstation* manual.

9. In the **Administrator Account** window, type your administrator password (up to 14 characters) in the **Password** field and in the **Confirm Password** field. Then click **Next>**.



**CAUTION: The administrator password is the user account used to manage the overall network configuration. It is case-sensitive and controls maximum access to your computer. Store the password in a safe place; if it is lost the operating system must be reinstalled.**

10. In the **Windows NT Setup** window, Click **Next>**.

If your system has a network card, it is automatically detected and the required files are copied to your hard-disk drive. Go to step 11.

If your system does not have a network card, go to step 14.

11. When prompted for information about network connections, click the **Do Not Connect This Computer to a Network at This Time** radio button.

Setup configures your files to run Windows NT, and the appropriate files are then copied to your hard-disk drive.



*NOTE: You can add or update network hardware or software after completing this setup procedure by double-clicking the **Network** icon in the **Control Panel** and providing the necessary information.*

12. Click **Next>**.

The **Computer Name** window appears and prompts you to enter the name of your computer.

13. Type the unique name used to identify your computer on a network (up to 15 characters) and click **Next>**.

14. If you have a modem installed, the **Install New Modem** window appears. Continue with step 15.

If you do not have a modem installed, click **Cancel** and proceed to step 20.

15. Click **Next>** to let Windows NT detect any installed modem.

Dell recommends that you let Windows NT detect your modem. However, you can click the **Don't Detect My Modem; I Will Select From a List** radio button, and then manually select a modem.

16. Click **Next>** to continue the modem setup, or click **Change...** to select a different modem.

Windows NT then installs the modem drivers and prompts you for information about your current location.

17. Select the appropriate country from the drop-down list box. Provide your area (city) code and any telephone number required to access an outside line. Specify whether you are using tone or pulse dialing. Then click **Next>**.

If you do not provide an area (city) code, the **Dialing Properties** dialog box appears and prompts you to enter a code.

18. When a message tells you that the modem setup was successful, click **Finish**.

19. Verify the settings in the **Modem Properties** window; then click **Close**.

20. The Setup program continues configuration and file installation.

If you receive a message warning you that your system is running low on registry quota or virtual memory, click **OK**. Dell adjusted the registry so that you should not exceed the memory threshold.

A dialog box appears and states that Windows NT has been installed.

21. Remove any diskettes and CDs from your computer's drives.

22. Reboot your computer by clicking the **Restart Computer** button.

23. When prompted to select an operating system, use the up- or down-arrow key to highlight **Windows NT Workstation Version 4.00** (default setting) or **Windows NT Workstation Version 4.00 (VGA Mode)**. Then press <Enter>.

If no action is taken within 30 seconds, the default setting is selected automatically.

24. When prompted, press <Ctrl><Alt><Del> to log on to Windows NT.

25. At the **Logon Information** window, type the administrator password you entered in step 9 and click **OK**.

## **Creating a Windows NT Emergency Repair Diskette**

The emergency repair diskette saves your original configuration and can be used to restore your system to its initial setup state if files become corrupted. It should not be used as a backup tool.

To create the emergency repair diskette, follow these steps:

1. Click the **Start** button, point to **Programs**, and click the **Dell Accessories** folder.
2. Click the **Create Repair Disk** icon.
3. In the **Repair Disk Utility** window, click **Create Repair Disk**.
4. Label a diskette "Emergency Repair Disk," insert it into the diskette drive, and click **OK**.

The diskette is formatted and the configuration files are copied to it.

5. When the **Repair Disk Utility** window reappears, click **Exit**.
6. Remove the diskette from your diskette drive, and store it in a safe place.
7. Click the **Start** button, point to **Programs**—>**Dell Accessories**, and then click **Program Disk Maker**.
8. Create backup diskettes for your Dell-installed software (refer to "Making Program Diskette Sets" found earlier in this chapter).

# **Congratulations!**

## **Your system is set up and ready to use.**

### **What's Next?**



Chapter 2 orients you to the Windows desktop. It also tells you how to change your wallpaper and screen saver, create shortcuts, and position icons.



Chapter 3 describes how to access, install, and remove software. It also covers basic file management, such as finding, copying, deleting, and renaming files.



Chapter 4 provides basic information and tips on using your computer hardware. Also included are general instructions for adding a printer.



Chapter 5 offers answers to commonly asked questions about your computer system.

### **Online Guide**



For your convenience, the information provided in Chapters 2 through 5 of this *Setup Guide* is available online. The *Online Guide* can be a handy reference tool as you work on your desktop. It allows you to search for information in multiple ways and to quickly link to related topics.

To open the guide, click the **Start** button, point to **Programs**—>**Dell Accessories**, and click **Online Guide**.









## CHAPTER 2

# Customizing the Windows Desktop

This chapter describes the main features of the Windows desktop and explains how to customize the operating system for your use. It also tells you how to get help while using Windows.

### Using the Welcome to Windows 98 Screen

The **Welcome to Windows 98** screen enables you to learn about and configure some additional features of your operating system. It contains the following options:



- **Register Now** — Registers your copy of Windows 98 with Microsoft.

*NOTE: To register your copy of Windows 98, you need to be connected to the Internet.*

- **Discover Windows 98** — Provides information about basic computer essentials, features of Windows 98, and Windows 98 resources. For a tutorial of Windows 98, select the **Windows 98 Overview** option.
- **Maintain Your Computer** — Configures your system for regular automated system maintenance. Newer versions of device drivers and other software should be downloaded from **www.dell.com**.



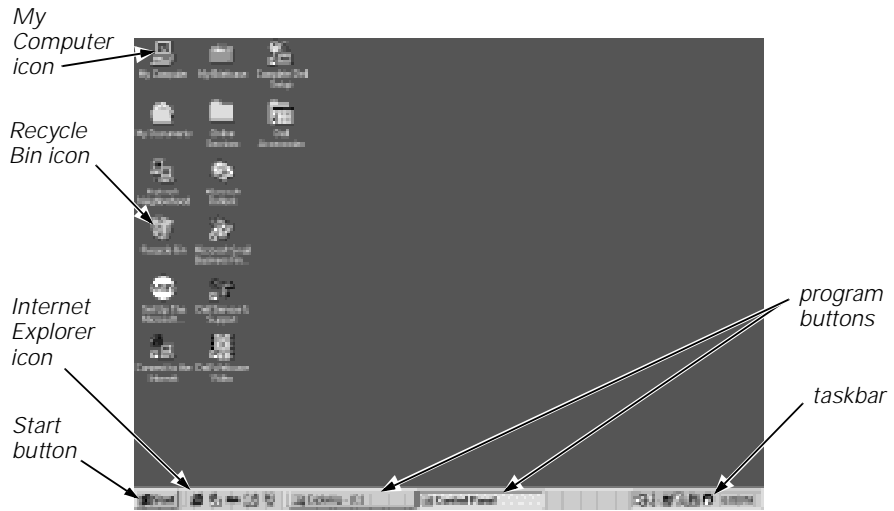
*NOTE: Dell provides support for your system as it was configured by Dell.*

When you place the cursor over an option, information about that option is displayed to the right of **Contents**. Click an option or click **Begin** to access the **Register Now** window. To bypass the **Welcome to Windows 98** screen, click the **X** in the upper-right corner of the screen.

The **Welcome to Windows 98** screen appears each time you start the computer system. To change this default, uncheck the **Show this window each time Windows 98 starts** option. If you uncheck this option and later want to access the **Welcome to Windows 98** screen, click the **Start** button, point to **Programs**—>**Accessories**—>**System Tools**, and click **Welcome to Windows**.

# Major Features of the Windows Desktop

Although your system may vary slightly depending on its hardware and software configuration, the Windows desktop has many standard features (see Figure 2-1). Table 2-1 describes these features.



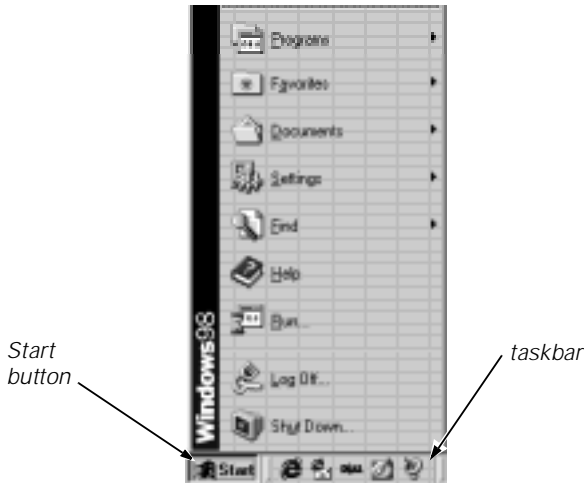
**Figure 2-1. Windows Desktop**

**Table 2-1. Major Features of the Windows Desktop**

Feature	Function
Taskbar	The area at the bottom of the screen is called the <i>taskbar</i> . When you open a program, a button appears on the taskbar. The taskbar contains the <b>Start</b> button on the left and a clock on the right. You may also see other icons on the taskbar, depending on your system's software and hardware features.
<b>Start</b> Button	The <b>Start</b> button provides access to the contents of your computer. Click the <b>Start</b> button to display a menu containing the system's main program and program group icons (see Figure 2-2). Refer to Table 2-2 for descriptions of the <b>Start</b> menu options.
<b>My Computer</b>	Double-click this icon to display the contents of your computer. Icons appear for any installed drives, as well as the <b>Control Panel</b> , printers, and so on. Refer to "My Computer" in Chapter 3 for more information.

**Table 2-1. Major Features of the Windows Desktop** (continued)

Feature	Function
Recycle Bin	When you delete a file from your system, it moves to the <b>Recycle Bin</b> , where it can later be retrieved. To permanently remove files, empty the <b>Recycle Bin</b> as explained in “Deleting Files” in Chapter 3.
Internet Explorer	Click this icon to launch <b>Internet Explorer</b> and access the Internet.



**Figure 2-2. Start Button Menu**

**Table 2-2. Start Menu Options**

Start Menu Option	Function
Programs	Displays a list of installed programs you can start.
Favorites	Displays a list of favorite Web content and sites.
Documents	Displays a list of most-recently opened documents.
Settings	Displays a list of user-configurable system components.
Find	Displays a menu to help you find files, folders, or computers to which you are connected. Refer to “Finding Files” in Chapter 3 for more information.
Help	Opens the help system that provides instructions for using Windows. Refer to “Using Windows Help” found later in this chapter for more information.

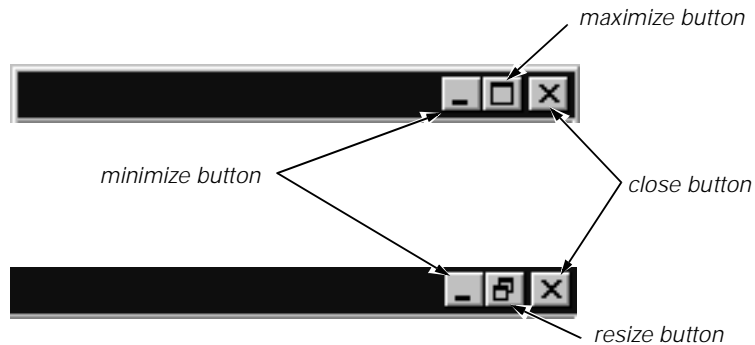
**Table 2-2. Start Menu Options** (continued)

Start Menu Option	Function
Run...	Displays a window for starting a program or file with an MS-DOS® command.
Log Off...	Logs off the current user so that a new user can log on.
Shut Down...	Displays a window with options for shutting down your computer system, restarting it, restarting in DOS mode, or entering standby mode.

For more information on the Windows desktop, refer to the Microsoft documentation that accompanied your system.

## Working Within Program Windows

Each program and document has a *title bar* at the top of the window that displays the title of the window. The title bar includes three small icons on the right side (see Figure 2-3).



**Figure 2-3. Windows Title Bar**

Click the minimize button to close the window but leave the program running (click the program's button on the taskbar to restore the window). Click the maximize button to size the window to the screen, and click the resize button to return the window to its original size. Click the close button to close the document or program.

Each time you open a program, a button for that program appears on the taskbar (see Figure 2-4). You can click the buttons to toggle between open programs.

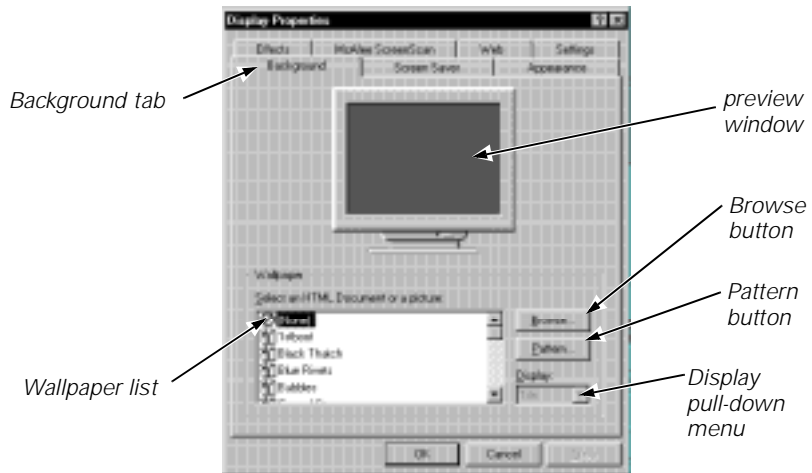


## Setting Up Display Properties

The **Display Properties** window contains controls for customizing the way Windows looks on your system. For example, you can change your desktop's *wallpaper* (background) and screen saver. To access display settings, follow these steps:

1. Click the **Start** button, point to **Settings**, and click **Control Panel**.
2. Double-click the **Display** icon.

The **Display Properties** window opens with the **Background** tab selected by default (see Figure 2-6).



**Figure 2-6. Background Tab of the Display Properties Window**

### Changing the Wallpaper

The *wallpaper* (background appearance of the Windows desktop) is changed on the **Background** tab of the **Display Properties** window. Table 2-3 describes the various parts of this tab. After you make any changes, click **OK** to apply (activate) them.

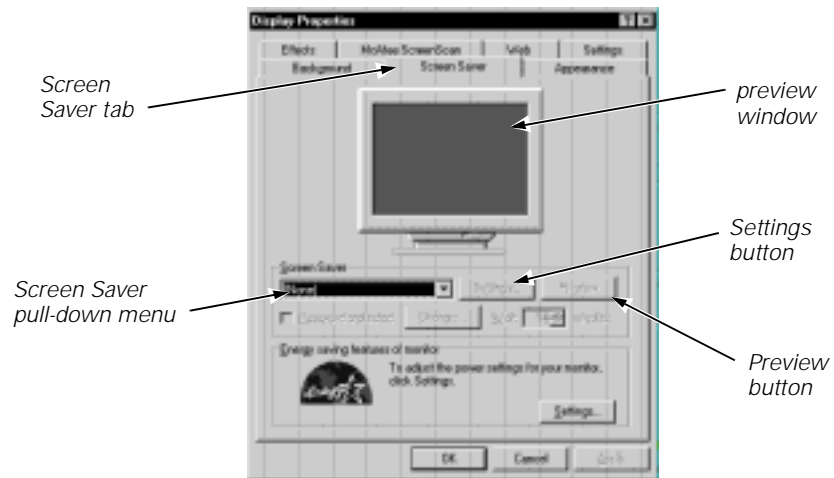


**Table 2-3. Background Tab Features**

Feature	Function
Preview window	Displays the current wallpaper or pattern.
<b>Wallpaper</b> list	Click the name of the wallpaper you want to display, or click <b>(None)</b> if you prefer not to use a wallpaper image. Click the <b>Browse</b> button to use images in a directory you specify.
<b>Pattern</b> button	Click the <b>Pattern</b> button to display a list of patterns for your desktop, or click <b>(None)</b> if you prefer not to use a pattern. This option is not available if the <b>Tile</b> option has been applied to a wallpaper selection.
<b>Display</b> pull-down menu	Click <b>Tile</b> to tile a wallpaper image across the entire screen, or click <b>Center</b> to place a single copy of the image in the center of the screen.

## Changing the Screen Saver

Screen savers are programs that prevent a static image from damaging the monitor. They start automatically after a user-defined period of inactivity. To change your system's screen saver, click the **Screen Saver** tab in the **Display Properties** window (see Figure 2-7).



**Figure 2-7. Screen Saver Tab of the Display Properties Window**

Table 2-4 describes the various parts of the **Screen Saver** tab. After you make any changes, click **OK** to apply them.

**Table 2-4. Screen-Saver Tab Features**

<b>Feature</b>	<b>Function</b>
Preview window	Displays the current screen saver.
<b>Screen Saver</b> pull-down menu	Choose a screen saver from the pull-down menu, or click <b>(None)</b> if you prefer not to activate a screen saver.
<b>Settings</b> button	Click this button to change various features of the screen saver.
<b>Preview</b> button	Click this button to run the currently selected screen saver.



*NOTE: Depending on your monitor, you may also have fields for other display controls, such as energy-saving features. For more information, refer to the documentation that came with your monitor.*

## **Changing Desktop Themes**

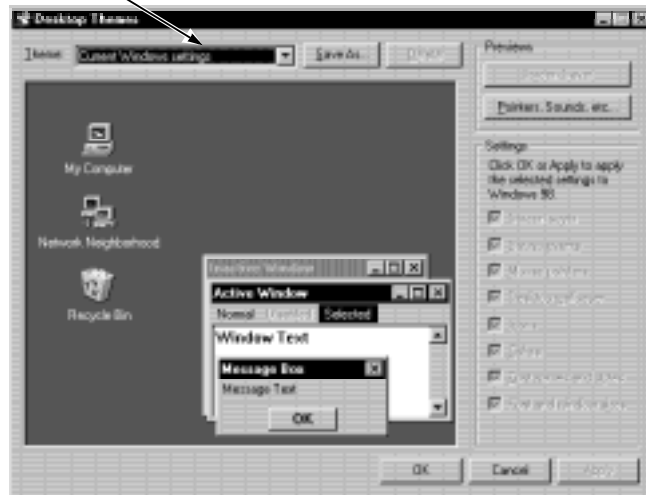
You can change the way your desktop looks and add sound effects by using *desktop themes*. To change desktop themes, follow these steps:

1. Click the **Start** button, point to **Settings**, and click **Control Panel**.
2. Double-click the **Desktop Themes** icon.

The **Desktop Themes** window opens (see Figure 2-8).

3. Select a theme from the **Theme** pull-down menu and click **OK**.

Theme  
pull-down menu



**Figure 2-8. Desktop Themes Window**

## Web View

Windows 98 adds Web environment features to the standard Windows interface, such as the ability to single-click an icon, file, or folder to open it.

To disable this Web View, right-click on the desktop, point to **Active Desktop**, and then uncheck **View as Web Page** (click the item if it is checked). Or click the **Start** button, point to **Settings**, click **Active Desktop**, and then uncheck **View as Web Page**.

To reactivate Web View, right-click on the desktop, point to **Active Desktop**, and then click **View as Web Page**. Or click the **Start** button, point to **Settings**, click **Active Desktop**, and then click **View as Web Page**.

To change the view of folders, click the **Start** button, point to **Settings**, and then click **Folder Options**. Select the **General** tab, click the option you want (**Web style**, **Classic style**, or **Custom**), and click **OK**.

## Shortcuts

*Shortcuts* are icons that provide quick access to frequently used programs, files, folders, and drives. By double-clicking a shortcut, you can open its corresponding folder or file without having to find it first. Shortcuts do not change the location of files; if you delete a shortcut, the original file is not affected.

## **Creating a Shortcut on the Windows Desktop**

To create a shortcut, follow these steps:

1. Open the **My Computer** window or **Windows Explorer**.

To open the **My Computer** window, double-click the **My Computer** icon on the Windows desktop.

To open **Windows Explorer**, right-click the **Start** button and then click **Explore**.

2. Find the item for which you want a shortcut.
3. Using your right mouse button, click the object and drag it to the Windows desktop. Then release the right mouse button.

A menu appears next to your cursor.

4. Click **Create Shortcut(s) Here**.

An icon appears on your desktop that you can double-click at any time to activate the shortcut.

## **Arranging and Positioning Shortcuts**

To individually move shortcuts, point your mouse cursor at the icon, click it, and drag it to the desired location.

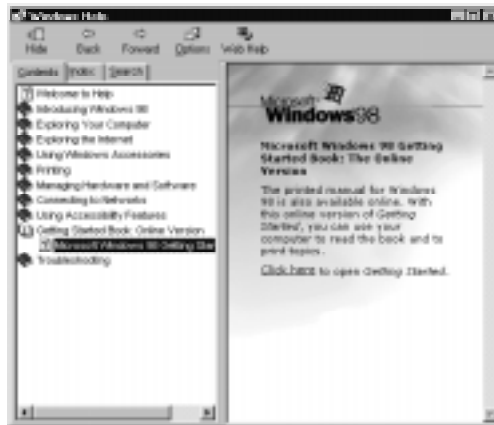
To arrange all of your shortcut icons at once, follow these steps:

1. Move your mouse cursor to an empty spot on the Windows desktop, and click the right mouse button.
2. From the pop-up menu, point to **Arrange Icons**.
3. Click the option for the icon arrangement you prefer.

The icons are automatically arranged.

## Using Windows Help

An extensive help system is built into your Microsoft operating system. To access Help, click the **Start** button and then click **Help**. The **Windows Help** window appears (see Figure 2-9).



**Figure 2-9. Contents Tab of Windows Help**

The **Contents** tab lists help topics by subject, the **Index** tab lists topics alphabetically, and the **Search** tab lets you search for topics based on words you provide.

The Windows help system can help orient you to Windows 98 operations. On the **Contents** tab, click **Getting Started Book: Online Version** and then click **Microsoft Windows 98 Getting Started Book: The Online Version**. Click the underlined words indicated in the right pane to open the *Getting Started Book*. On the **Contents** tab, click **If You're New to Windows** or **If You've Used Windows Before** as appropriate.

For more information on using Windows Help, refer to Microsoft Windows documentation that came with your system.





# CHAPTER 3

## *Using and Installing Software*

This chapter provides information about using Windows 98 and Windows NT to perform basic tasks, such as starting programs, managing files, and properly shutting down your computer system. It also discusses adding and removing software packages and loading device drivers.

### ***Accessing Programs***

To access your programs, follow these steps:

1. Click the **Start** button, and then point to **Programs**.

In the **Programs** menu, a folder icon appears next to program groups with multiple programs.

2. Click the program you want to start.

### ***Basic File Management***

Windows 98 and Windows NT provide file management and browsing capabilities with **Windows Explorer** and **My Computer**.

#### ***My Computer***

**My Computer** contains various icons that represent the contents of your computer. Icons appear for any installed drives, as well as the **Control Panel** and printers. To open the **My Computer** window (see Figure 3-1), double-click the **My Computer** icon on the Windows desktop.



**Figure 3-1. My Computer Window**

To view the contents of any drive or folder, double-click its icon. As shown in Figure 3-1, for Windows 98 your hard-disk drive has the drive letter C assigned. If you have Windows NT, your hard-disk drive is partitioned into two logical drives. Each logical drive appears as a separate drive letter (C and D).

For more information on **My Computer**, refer to the Microsoft documentation that came with your system.

## **Windows Explorer**

**Windows Explorer** displays the contents of your computer as an ordered list, or *tree* (see Figure 3-2). You can use this program to locate files on any drive or folder in your computer.

To open **Windows Explorer**, click the **Start** button, point to **Programs**, and then click **Windows Explorer**. Or right-click the **Start** button and then click **Explore**.





**Figure 3-2. Windows Explorer**

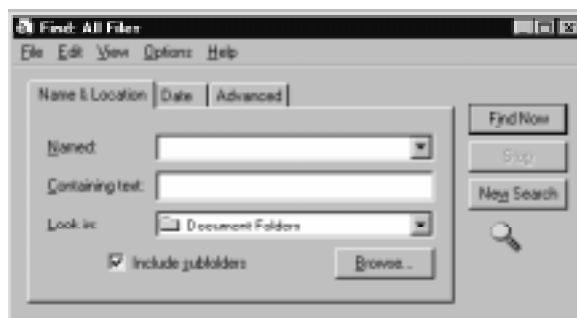
The left side of the window shows drives and folders, and the right side lists the files in the drive or folder selected. A plus (+) icon to the left of a drive or folder indicates the presence of additional folders. Click the plus icon to expand the view one level. To collapse the view, click the minus (-) icon to the left of a drive or folder.

## **Finding Files**

To locate a particular file or folder, follow these steps:

1. Click the **Start** button, point to **Find**, and then click **Files or Folders**.

The **Find: All Files** window opens with the **Name & Location** tab selected and the cursor in the **Named:** field (see Figure 3-3).



**Figure 3-3. Find: All Files Window**

2. Type the name of the file or folder you want to find.
3. Specify where you want Windows to search by clicking the arrow next to the **Look in:** field.



*NOTE: If you leave the default setting (C:), Windows searches the entire hard-disk drive (or drive C partition).*

4. Click the **Find Now** button to begin the search.

Windows lists any files meeting your search criteria below the **Find: All Files** window.

## **Copying Files**

To place a copy of a file in a new location, follow these steps:

1. Use **Windows Explorer** or **My Computer** to locate the file you want to copy.
2. Click the file to select it.
3. Click the **Edit** menu, and then click **Copy**.
4. Open the folder where you want to copy the file.
5. Click the **Edit** menu, and then click **Paste**.

## **Moving Files**



**CAUTION: Do not move files that are part of an installed program. Doing so may render the program unusable.**

To move a file to a new location, follow these steps:

1. Use **Windows Explorer** or **My Computer** to locate the file you want to move.
2. Click the file to select it.
3. Click the **Edit** menu, and then click **Cut**.
4. Open the folder where you want to move the file.
5. Click the **Edit** menu, and then click **Paste**.

## **Renaming Files**

To change the name of a file, follow these steps:

1. Use **Windows Explorer** or **My Computer** to locate the file you want to rename.
2. Click the file to select it.
3. Click the **File** menu, and then click **Rename**.



**CAUTION: Do not change the filename extension (last three characters after the period). Doing so may render the file unusable.**

4. Type the new filename and press <Enter>.

## ***Deleting Files***



**CAUTION: Do not delete files that are part of an installed program. Doing so may render the program unusable.**

To delete a file, follow these steps:

1. Use **Windows Explorer** or **My Computer** to locate the file you want to delete.
2. Click the file to select it.
3. Click the **File** menu, and then click **Delete**.

### *Retrieving a Deleted File From the Recycle Bin*

When you delete a file, it moves to the **Recycle Bin**. It is not removed from the system until you empty the **Recycle Bin**.



**CAUTION: Files deleted from a diskette or from a network drive are erased permanently. They are not sent to the Recycle Bin.**

If you delete a file in error and need to retrieve it from the **Recycle Bin**, follow these steps:

1. Double-click the **Recycle Bin** icon located on the Windows desktop.  
The **Recycle Bin** window opens and lists all deleted files, their previous locations, and the date you deleted them.
2. Click the file you want to restore.
3. Click the **File** menu, and then click **Restore**.

The file disappears from the **Recycle Bin** and is restored to its original location.

### *Emptying the Recycle Bin*

Deleted files sent to the **Recycle Bin** still use space on the computer's hard-disk drive. To free up disk space, periodically empty the **Recycle Bin** by following these steps:

1. Double-click the **Recycle Bin** icon located on the Windows desktop.  
The **Recycle Bin** window opens and lists all deleted files, their previous locations, and the date you deleted them.
2. Click the **File** menu, and then click **Empty Recycle Bin**.
3. When a confirmation dialog box appears, click **Yes** to delete the file(s).

All files disappear from the **Recycle Bin** and are removed from the system.

## Shutting Down Your Computer



**CAUTION:** To prevent data loss, it is important that you perform the following shutdown procedure before you turn off your computer.

To shut down your computer, follow these steps:

1. Save and exit any application programs and files you have open.
2. Click the **Start** button, and then click **Shut Down**.



*NOTES:* When you shut down your computer for the first time, Windows 98 defaults to standby mode. For information about standby mode, refer to "Using Windows 98 Power Management Features" in Chapter 5 of the Reference and Troubleshooting Guide.

*By clicking **Shut down**, you ensure that data is saved and the system shuts down completely.*

3. In the **Shut Down Windows** window (see Figure 3-4), click **Shut down** and then click **OK**.



**Figure 3-4. Shut Down Windows Window**

## Installing and Configuring Additional Software

If you are unsure whether Dell installed a particular software package you ordered, you can quickly check by clicking the **Start** button, pointing to **Programs**, and scanning the programs listed in the **Programs** menu. If the program is listed, it has already been installed and you do not need to reinstall it from the diskettes or CDs you received with your system. Store the diskettes and CDs in a safe place.

Before installing any new software, check the program's specifications to ensure that it was designed to run on your computer's installed hardware and software. For example, many software packages list the microprocessor, minimum memory configuration, and hard-disk drive space required for proper operation. They also list the operating system versions that are compatible with the software.

To install or configure new software on your computer, follow the manufacturer's instructions. If it fails to install or run properly, contact the software manufacturer for technical support.



*NOTE: DellWare® products are supported by the item's manufacturer. To receive product support information, call 1-800-753-7201.*

## **Temporarily Disabling Windows 98 Virus-Scanning Programs**

When you install commercially available software, you may be prompted to temporarily disable any virus-scanning program running on your system. To temporarily disable virus protection, follow these steps.



**CAUTION: When the virus-scanning software is disabled, viruses are not detected on your system.**

1. Locate the virus-scanning program icon on the Windows desktop.
2. Right-click the mouse over the icon and click **Disable**.
3. Install the software package according to the manufacturer's instructions.
4. Right-click the mouse on the virus-scanning program icon and click **Enable**.
5. Run the virus-scanning program to check for viruses.

## **Removing Software**

To remove a program from your computer, follow these steps.



**CAUTION: Do not interrupt or stop this process once begun; otherwise, data loss and corruption of your operating system could result.**

1. Click the **Start** button, point to **Settings**, and then click **Control Panel**.
2. In the **Control Panel**, double-click **Add/Remove Programs**.
3. Select the program you want to delete from the programs listed, and click the **Add/Remove...** button.
4. Follow the instructions and prompts to delete all installed components.
5. When finished, click **OK**.

## **Device Drivers**

*Device drivers* are programs that run in the background to enable your computer to communicate with installed and connected devices. For example, many of the program diskettes you made in Chapter 1 contain device drivers (such as audio drivers).

All of the devices installed by Dell already have the appropriate drivers installed. If you add devices, such as a printer, they may require additional drivers to work properly. Contact the device manufacturer if the necessary drivers are not provided on a diskette or CD.

If you are using Windows 98, new hardware may be detected automatically during the system restart. If Windows 98 detects new hardware, a **New Hardware Found** window appears, and you are prompted for information about the device so that Windows 98 can identify and load the appropriate drivers. You must then restart the system for the configuration information to take effect.

If you are using Windows NT, each device driver must be loaded manually. Refer to the documentation that came with the device for driver installation instructions.

## Backing Up Files

It is important to make backups (copies) of all your data files. Data files are the files (documents, graphics, records, and so on) you create with your programs.



*NOTE: No backups need be made for software packages or for your operating system. You made your Dell-installed software backups when you created program diskettes in Chapter 1, and an operating system CD and boot diskette came with your system. Additionally, any software you purchase comes with diskettes or CDs.*



**CAUTION: If you have not already done so, it is extremely important that you create program diskette sets of your Dell-installed software. For instructions, refer to “Making Program Diskette Sets” in Chapter 1.**

Refer to the “Maintaining the System” section of the *Online Guide* or “Preserving Data” in Chapter 1 of the *Reference and Troubleshooting Guide* for more information on backing up data files.



## CHAPTER 4

# Using Computer Hardware

This chapter provides information and tips on using your computer *hardware* (physical parts of a computer system). It also includes general instructions for adding a printer.

Many of the computer devices you might want to use or connect come with their own instructions and/or software. You should follow the device manufacturer's instructions when connecting and using these devices.



**WARNING:** For your personal safety and protection of your system, always turn off your computer system before attaching any devices.

## Video Display

The video display system consists of the video card in the computer and the monitor connected to it. They work together to produce the picture you see on your screen. To display a program at a specific *resolution* (maximum number of pixels that can be displayed), both the video card and monitor must support it and the necessary video drivers must be installed.

### Changing the Display Resolution in Windows 98

Refer to the static sticker shipped on your monitor or the monitor documentation for the recommended resolution. To set the display resolution, follow these steps:

1. Click the **Start** button, point to **Settings**, and then click **Control Panel**.
2. Double-click the **Display** icon, and then click the **Settings** tab (see Figure 4-1).



**Figure 4-1. Windows 98 Display Properties Window**

3. Point the mouse cursor at the slider in the **Screen area**. Then click and hold down the left mouse button.
4. Move the slider to the left to decrease the resolution or to the right to increase the resolution.



*NOTE: As the resolution increases, icons and text appear smaller on the screen.*

5. Click **Apply**.

A dialog box informs you that the process may take 15 seconds and that the screen may flicker while the resolution is changed.

6. Click **OK** and then **Yes** to accept the new setting.

For more information on monitor adjustments, refer to the documentation that came with your monitor.



## Changing the Refresh Rate in Windows 98

The *refresh rate* is the rate at which the monitor redraws the video image on the monitor screen. The higher the refresh rate, the less video flicker can be seen by the human eye. If the video image appears to flicker (typically at a refresh rate of 60 hertz [Hz]), select a higher supported refresh rate by following these steps:

1. Click the **Start** button, point to **Settings**, and then click **Control Panel**.
2. Double-click the **Display** icon, and then click the **Settings** tab.
3. Click the **Advanced...** button.
4. Click the **Adapter** tab, locate the **Refresh rate** section, and click the pull-down menu (see Figure 4-2).



**Figure 4-2. Windows 98 Advanced Display Properties Window**

5. Click the desired refresh rate.

**Adapter default** sets the monitor to 60 Hz. **Optimal** sets the monitor to the highest refresh rate possible according to the resolution selected. This setting is controlled by the horizontal (scan line) frequency range of the monitor.

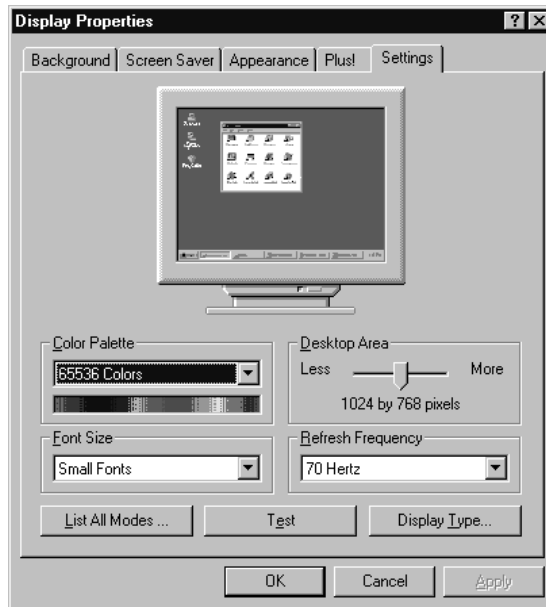
6. Click **Apply**.
7. Read the instructions that appear in the dialog box, and then click **OK** to continue.
8. Read the new instructions that appear, and click **Yes** to accept the new setting.

For more information on monitor adjustments, refer to the documentation that came with your monitor.

## Changing the Display Resolution in Windows NT

Refer to the static sticker shipped on your monitor or the monitor documentation for the recommended resolution. To set the display resolution, follow these steps:

1. Click the **Start** button, point to **Settings**, and then click **Control Panel**.
2. Double-click the **Display** icon, and then click the **Settings** tab (see Figure 4-3).



**Figure 4-3. Windows NT Display Properties Window**

3. Point the mouse cursor at the slider in the **Desktop Area**. Then click and hold down the left mouse button.
4. Move the slider to the left to decrease the resolution or to the right to increase the resolution.



*NOTE: As the resolution increases, icons and text appear smaller on the screen.*

5. Click the **Test** button.
6. Read the instructions that appear, and then click **OK**.
7. If you see a test bitmap pattern, click **Yes** and go to step 9. Otherwise, click **No** and go to step 8.
8. Read the message, and click **OK**. Select a different display resolution, and then repeat steps 3 through 7.

9. Click the **Apply** button to change the settings.
10. Click **Cancel** or **OK** to exit the **Display Properties** window.

## ***Changing the Refresh Frequency in Windows NT***

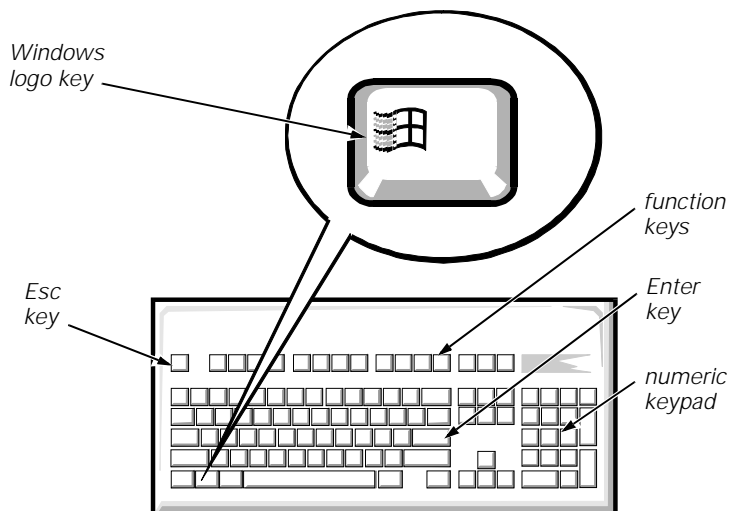
The higher the refresh frequency, the less video flicker can be seen by the human eye. If the video image appears to flicker (typically at a refresh rate of 60 Hz), select a higher supported refresh frequency by following these steps:

1. Double-click the **My Computer** icon, and then double-click the **Control Panel** icon.
2. Double-click the **Display** icon, and then click the **Settings** tab (see Figure 4-3).
3. Click the pull-down menu in the **Refresh Frequency** area.
4. Click the desired refresh frequency.
5. Click the **Test** button.
6. Read the instructions that appear, and then click **OK**.
7. If you see a test bitmap pattern, click **Yes** and proceed to step 9. Otherwise, click **No** and go to step 8.
8. Read the message, and click **OK**. Select a different refresh frequency, and then repeat steps 3 through 7.
9. Click the **Apply** button to change the refresh frequency.
10. Click **Cancel** or **OK** to exit the **Display Properties** window.

## ***Keyboard***

















The keyboard that came with your Dell computer probably looks similar to the one shown in Figure 4-4.

One of the special keys on your keyboard is the Windows logo key. When pressed, it displays the **Start** menu. The Windows logo key may also be pressed simultaneously with other keys to perform the functions listed in Table 4-1.



**Figure 4-4. Typical Keyboard**

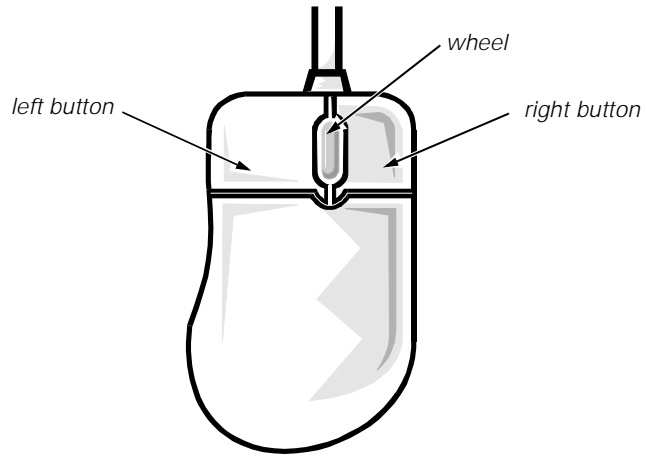
**Table 4-1. Windows Logo Key Combinations**

Function	Key Combination
Minimizes all open windows	 
Maximizes all windows	  
Opens <b>Windows Explorer</b>	 
Opens the <b>Run</b> window	 
Opens the <b>Find: All Files</b> window	 
Opens the <b>Find Computer</b> window (if you are connected to a network)	  
Opens the <b>System Properties</b> window	 

To adjust keyboard operation, such as the character repeat rate, double-click the **Keyboard** icon in the **Control Panel** (refer to “Control Panel” in Chapter 2).

## Mouse

The mouse that came with your Dell computer probably looks similar to the one shown in Figure 4-5.



**Figure 4-5. Microsoft IntelliMouse**

The mouse’s left button is typically used to select options from menus, activate buttons, and highlight text in various programs. The right button frequently activates menus with shortcuts for performing various tasks. If you have a Microsoft IntelliMouse (see Figure 4-5), it includes a wheel that you can rotate forward and back or press like a button to perform a number of operations.

The following software is required for using the IntelliMouse wheel:

- Windows 98 or Windows NT Workstation
- IntelliPoint 2.x
- Application programs that support the wheel; for example, Microsoft Office or Internet Explorer

The application programs being used determine how the wheel works. If you do not have all the necessary software, the IntelliMouse functions as a standard two-button mouse.

To adjust mouse operation, such as the pointer speed and right/left-handed button configuration, double-click the **Mouse** icon in the **Control Panel** (refer to “Control Panel” in Chapter 2). For more information, refer to the mouse documentation that came with your system.

## CD-ROM and DVD-ROM Drives

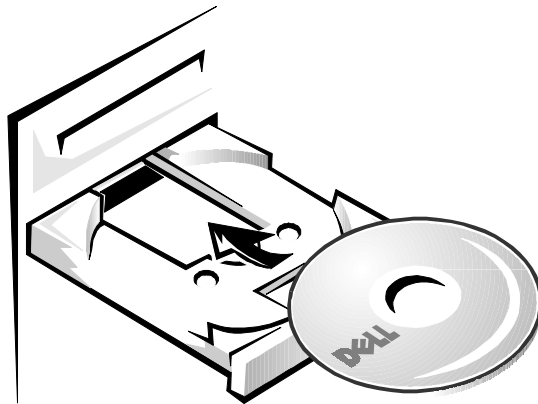
Your Dell computer came with either a CD-ROM or DVD-ROM drive. Both drives read audio CDs and a variety of other CD formats. The DVD-ROM drive also plays digital versatile discs (DVDs).

To use a disc in the drive, follow these steps.



**CAUTION: Do not press down on the disc tray when opening or closing it.**

1. Press the open/close button on the front of the drive to open the disc tray.
2. Place the disc in the center of the disc tray with the label side facing up (see Figure 4-6).



**Figure 4-6. Properly Inserting a Disc**

3. Close the tray by pressing the open/close button or by lightly pressing the front edge of the tray (the tray will automatically close).



*NOTE: High-speed CD-ROM drives spin the CD at a very high rotational speed and may be noisy. If a CD has printing on only half of the disk, or if there is a slight imbalance in the CD, the imbalance is greatly magnified by the high speed and the noise is louder. This effect is inherent in the high-speed technology and does not indicate a problem with the drive.*

When using a CD-ROM or DVD-ROM drive, follow these guidelines:

- Never use damaged, broken, or deformed discs.
- Do not press the open/close button while the computer is accessing a disc.
- Keep the disc tray closed when not using the drive.

For more information on using your drive, refer to the drive documentation that came with your system.

## Speakers

If you ordered speakers with your system, connect them as illustrated on the *Getting Started* sheet that came with your system. Also refer to the documentation that came with the speakers.

Subwoofer frequencies are nondirectional. Therefore the subwoofer does not need to be placed in a particular relationship to the satellite speakers. Dell recommends that you place the subwoofer on the floor under a desk.



*NOTE: Avoid placing speakers or a subwoofer near the monitor. The magnetic field they generate may degrade the picture.*

To adjust the volume of the speakers, use the volume knob on the front of the speaker. To adjust the volume of the signal being produced by the computer, click the yellow speaker icon at the bottom right of your screen. A small window appears with a slider. Click and hold the slider; then move it up to increase the volume or down to decrease the volume.

When you adjust the volume knob on some Universal Serial Bus (USB) speakers, a window pops up on your screen that provides various audio controls. For information on using this interface, refer to the documentation that came with the speakers.

## Microphone

If your system came with a microphone, connect it as illustrated on the *Getting Started* sheet that came with your system. Experiment with microphone placement to achieve optimal recording levels.

## Adding a Printer



**CAUTION: To maintain a strong signal from the computer, use a bidirectional parallel cable measuring 10 feet or less. Longer cables may prevent the printer from operating properly.**

Most printers come with specific instructions for connection and installation of necessary software and drivers. Follow the instructions that came with your printer. If instructions are not available, follow these general steps:

1. Turn off the computer and any attached devices.
2. Connect the printer cables.

Connect the data cable between the printer and the appropriate port on your computer. The parallel port with the printer icon is LPT1, and is the most commonly used printer port. The serial port, marked with "I/O," is the COM port. If you are unable to determine which port to use, contact the printer manufacturer.

Connect the power cable to an electrical outlet.

3. Turn on the printer, and then turn on the computer system.
4. If the printer is automatically detected by Windows, follow the instructions that appear.

If the printer is not automatically detected during operating system start-up, proceed to step 5.

5. Double-click the **My Computer** icon on the Windows desktop.
6. Double-click the **Printers** folder, and then double-click the **Add Printer** icon.
7. In the **Printer Wizard** dialog box, click either the **My Computer** option or the **Network Printer Server** option and then click **Next>**.
8. Click the port that you want to use.

Choose the computer port to which you connected the printer. Verify that the port you chose is not already assigned to another device. If necessary, add a port or configure a port by using the buttons in the **Printer Wizard** dialog box.

9. Select the printer manufacturer and model from the list provided. If your printer is not listed and the printer drivers are on a diskette or CD, click **Have Disk...** and insert the diskette into drive A or the CD into the CD-ROM drive.
10. Provide the printer name (up to 31 characters) and click **Next>**.
11. Indicate whether the printer will be shared with other network users by clicking either the **Shared** or **Not shared** option.

If the printer will be shared, the **Connect to Printer** dialog box appears. Continue to step 12.

If the printer will not be shared, go to step 14.

12. Select your printer from the list provided or type the printer name. Then click **OK**.
13. Select all the operating systems (from the list provided) required to print to the shared printer.
14. Click **Next>** to continue.
15. Select **Yes** or **No** to indicate whether you want to print a test page. Then click **Finish**.

## **Using Plug and Play Devices**

Plug and Play is an industry-standard specification that enables you to add to your computer certain devices, which, after you restart your computer system, are automatically detected and configured for use with your system. A Plug and Play device requires an operating system that has Plug and Play technology implemented, such as Windows 98. Examples of Plug and Play devices are a mouse, joystick, and USB speakers. To ensure that a device is Plug and Play-compatible, refer to the manufacturer's documentation that came with the device.



To install a Plug and Play device on a system running Windows 98, follow these steps:

1. Save and exit any application programs and files you have open.
2. Shut down Windows 98 as instructed in “Shutting Down Your Computer” in Chapter 3.
3. Turn off the computer system.
4. Connect the device to the computer according to the manufacturer’s instructions.
5. Turn on the computer system.

When Windows 98 starts, a **New Hardware Found** window appears, indicating that the device has been detected and configured.



*NOTE: To install and configure a non-Plug and Play device for use with Windows 98, click the **Start** button, point to **Settings**, and click **Control Panel**. Double-click the **Add New Hardware** icon, and follow the instructions displayed.*

## **System Upgrades**

You can purchase various upgrades for your computer, including memory, hard-disk drives, printers, and so on. Refer to “Available Upgrades” in Chapter 1 of the *Reference and Troubleshooting Guide* for information on upgrading your system.





## **CHAPTER 5**

# ***Frequently Asked Questions***

Many common questions about your Dell computer are answered in this chapter. For troubleshooting tips and diagnostic tools, refer to the *Reference and Troubleshooting Guide*. If you do not find a solution, refer to the “Contacting Dell” section of the *Online Guide*.

### **General Questions**

#### ***How do I access the Online Guide for information about my system?***

To open the guide, click the **Start** button, point to **Programs**—>**Dell Accessories**, and then click **Online Guide**.

#### ***Where can I find the specifications for my system? For my installed devices?***

System specifications are provided in the “Specifications” section of the *Online Guide* and in Appendix A, “Technical Specifications,” of the *Reference and Troubleshooting Guide*. Specifications for installed devices can be found in the device manufacturer’s documentation that came with your system. Specifications also are available from Dell’s World Wide Web site at [www.dell.com](http://www.dell.com).

#### ***How can I find information related to my system on the Dell Web site?***

From Dell’s World Wide Web home page ([www.dell.com](http://www.dell.com)), click the **Support** icon. Everything you need to know about your system is presented in the support area. When prompted on any page, enter your service tag (or, if you have one, your Express Service Code) and click **Submit** to see information specific to your system. If you don’t have your service tag or Express Service Code available, you can also select support information by system.

## **Program Diskette Maker Questions**

### **Why do I need to make the diskettes listed in the Program Diskette Maker?**

The Program Diskette Maker enables you to create backup diskettes of essential device driver files and tools installed on the computer's hard-disk drive. These diskettes will be required if you ever need to restore your software.

### **How do I stop the Program Diskette Maker from appearing when I turn on my computer system?**

To disable the Program Diskette Maker, click the **Disable this message** button on the **Program Diskettes** screen. When the **Warning** window appears, click **OK**.

### **Can I make these diskettes later?**

It is important to make them as soon as possible. To access the Program Diskette Maker from the Windows desktop, click the **Start** button, point to **Programs**—>**Dell Accessories**, and click **Dell Diskmaker**.

### **Does the Program Diskette Maker back up all the software on my computer?**

The Program Diskette Maker only backs up Dell-specific device drivers and tools.

### **How many diskettes do I need? What type of diskettes should I use?**

The number of diskettes needed varies depending on your system configuration. To determine the total number required, add the number of diskettes listed below each software item on the **Program Diskette Maker** screen.

Use blank, 1.44-megabyte (MB), high-density diskettes to make these backups.

*NOTE: You cannot create backup diskettes on a tape or Zip drive.*



## **Software Questions**

### **Is there a new BIOS or newer drivers available for my system? Should I update?**

Basic input/output system (BIOS) and driver updates are available from Dell's File Library; they are released to either fix problems or add features. Do not update the BIOS or a driver unless you are advised to do so by a Dell technician or you are experiencing problems with your hardware configuration. Always read the release notes

included with the update thoroughly before making a decision to upgrade the BIOS or a driver.

### ***Where is the fax program in Windows 98?***

Microsoft does not support a native fax program with the Windows 98 operating system. However, some application programs, such as Microsoft Office 98 Small Business Edition, include fax software.

### ***Why am I having problems installing MSN on my system running Microsoft Windows NT?***

The Microsoft Network (MSN) cannot be installed on the Microsoft Windows NT operating system.

### ***Will my system correctly handle the Year 2000 problem?***

Your computer is set to automatically correct the date after 1/1/2000 occurs. It will then continue to keep and update dates correctly. For more information about Year 2000 issues, refer to the Research and Development section of the Dell Web site ([www.dell.com](http://www.dell.com)).

## ***Hardware Questions***

### ***The formatted capacity of my hard-disk drive seems to be smaller than what I ordered. Where is the missing space?***

The operating system reports drive capacity assuming that 1 MB equals 1,048,576 bytes. This calculation is technically correct.

Drive manufacturers compute the size differently. They consider 1 MB to equal 1,000,000 bytes. This difference can cause confusion! If the drive is advertised as 4.3 gigabytes (GB) (4,300,000,000 bytes), the operating system sees it as approximately 4.1 GB ( $4,300,000,000 / 1,048,576 / 1000 = 4.100799560547$ ).

### ***Why do I have a line (or two lines) across my monitor?***

Trinitron monitors use aperture grill technology, which is analogous to a vertical grating. A horizontal wire (one for smaller monitors, two for larger monitors) is strung across the aperture grill to prevent image distortion.

The line that you are seeing is the shadow cast by the horizontal wire(s). Although the shadow can be distracting, it is usually not very noticeable, and Trinitron monitors are noted for their exceptional brightness and image sharpness.

## ***My monitor flickers or shakes all the time. What can I do?***

Many things can cause the monitor to flicker; they are all simple to fix and do not require hardware replacement.

First, turn the monitor off and then back on. You may also press the degauss button if your monitor has one (refer to the documentation that came with your monitor) to get rid of any magnetic field that may have developed during normal monitor operation.

Next, try moving the monitor to the other end of the desk to get rid of the flicker. Also try separating the monitor from sources of electrical interference (such as speakers, power cables, fluorescent lights, or something in the wall or on the other side of the wall).

Finally, increase the refresh frequency if both the monitor and video controller support a higher rate at the chosen resolution. For instructions, refer to "Changing the Refresh Rate in Windows 98" or "Changing the Refresh Frequency in Windows NT" in Chapter 4.

## ***My monitor is flashing different colors when I change screens. How do I fix it?***

If your monitor is flashing different colors when you change screens, follow these steps:

1. Click the **Start** button, point to **Settings**, and then click **Control Panel**.
2. In the **Control Panel**, double-click the **Display** icon. Then click the **Settings** tab.
3. Change the **Color palette** to **High Color (16 bit)** or **True Color (32 bit)**. Then click **OK**.
4. In the **Compatibility Warning** window, click the **Apply the settings without restarting?** radio button, and then click **OK**.
5. When prompted, click **OK** to adjust the display.
6. When prompted, click **Yes** to accept the changes.

## ***Where can I find drivers for my monitor?***

Monitors do not require drivers; video cards require drivers. Use the video drivers provided with the video card. Newer drivers may also be available from the Dell Web site ([www.dell.com](http://www.dell.com)).

## ***I have installed telephony software, but the sound doesn't work. What can I do?***

Modems with telephony support have sound capability independent of your computer's audio. You must have a microphone plugged into the connector on the modem.

## **Getting Help**

Dell provides a number of tools to help you if you don't understand a procedure described in this guide or if your system does not perform as expected. For information on these help tools, see Chapter 8, "Getting Help," in the *Reference and Troubleshooting Guide* or the "Contacting Dell" section of the *Online Guide*.

If you need help with hardware or software that was not Dell-installed, contact the manufacturer of that item. For DellWare items, call 1-800-753-7201 to receive product support information.







# **Index**

## **A**

assistance, 5-4

## **B**

backing up files, 3-8

backing up programs, 1-5

## **C**

cautions, v

CD-ROM drives, 4-8

Control Panel, 2-5

## **D**

desktop

    arranging shortcuts, 2-10

    creating shortcuts, 2-10

    features, 2-2

    My Computer, 3-1

    Start button, 2-2

desktop theme, changing, 2-8

diagnosing problems, 5-1

display properties

    refresh rate, Windows 98, 4-3

    refresh rate, Windows NT, 4-5

    resolution, Windows 98, 4-1

    resolution, Windows NT, 4-4

    screen saver, 2-7

    wallpaper, 2-6

drivers, 3-7

DVD-ROM drives, 4-8

## **F**

files

    backing up, 3-8

    copying, 3-4

    deleting, 3-5

    finding, 3-3

    moving, 3-4

    renaming, 3-4

fixing problems, 5-4

frequently asked questions

    general, 5-1

    hardware, 5-3

    Program Diskette Maker, 5-2

    software, 5-2

## **G**

getting help, 5-4

## **H**

- hardware
  - CD-ROM drives, 4-8
  - DVD-ROM drives, 4-8
  - frequently asked questions, 5-2
  - keyboard, 4-5
  - microphone, 4-9
  - mouse, 4-5
  - Plug and Play devices, 4-10
  - printer, 4-9
  - speakers, 4-9
  - video display, 4-1
- help
  - obtaining, 5-4
  - within Windows, 2-11

## **I**

- icons. *See* shortcuts

## **K**

- keyboard, 4-5

## **M**

- mouse, 4-5
- My Computer icon, 3-1

## **N**

- notational conventions, v
- notes, v

## **P**

- Plug and Play devices, 4-10
- printer, adding, 4-9

- program diskette sets, 1-5

### programs

- accessing, 3-1
- adding, 3-6
- backing up, 1-5
- My Computer, 3-1
- removing, 3-7
- Windows Explorer, 3-2

## **R**

- refresh rate, changing
  - Windows 98, 4-3
  - Windows NT, 4-5
- resolution, changing
  - Windows 98, 4-1
  - Windows NT, 4-4

## **S**

- screen saver, 2-7
- service, 5-4
- setup
  - completing Dell setup, 1-4
  - display properties, 2-6
  - printer, 4-9
  - program diskette sets, 1-5
  - shortcuts, 2-9
  - Windows 98, 1-1
  - Windows NT, 1-6
- shortcuts
  - arranging, 2-10
  - setup, 2-9
- shutting down, 3-6
- software
  - drivers, 3-7
  - frequently asked questions, 5-2
  - installing, 3-6
  - removing, 3-7
- speakers, 4-9
- Start button, 2-2
- support, 5-4

## **T**

technical assistance, 5-4  
turning off system, 3-6

## **V**

video display  
  about, 4-1  
  changing refresh rate in Windows 98,  
    4-3  
  changing refresh rate in Windows NT,  
    4-5  
  changing resolution in Windows 98,  
    4-1  
  changing resolution in Windows NT,  
    4-4  
virus-scanning programs, temporarily  
  disabling, 3-7

## **W**

wallpaper, customizing, 2-6  
warnings, v  
Windows 98  
  accessing programs, 3-1  
  backing up files, 3-8  
  completing Dell setup, 1-4  
  copying files, 3-4  
  deleting files, 3-5  
  drivers, 3-7  
  file management, 3-1  
  finding files, 3-3

Windows 98 (*continued*)  
  help, 2-11  
  installing software, 3-6  
  moving files, 3-4  
  program diskette sets, 1-5  
  removing software, 3-7  
  renaming files, 3-4  
  setting refresh rate, 4-3  
  setting resolution, 4-1  
  setting up, 1-1  
  shutting down, 3-6  
  Windows logo key, 4-6

Windows desktop  
  features, 2-2  
  My Computer, 3-1  
  Start button, 2-2

Windows Explorer, 3-2

Windows Help, 2-11

Windows NT  
  accessing programs, 3-1  
  backing up files, 3-8  
  copying files, 3-4  
  deleting files, 3-5  
  drivers, 3-7  
  emergency repair diskette, 1-8  
  file management, 3-1  
  finding files, 3-3  
  help, 2-11  
  installing software, 3-6  
  moving files, 3-4  
  program diskette sets, 1-5  
  removing software, 3-7  
  renaming files, 3-4  
  setting refresh rate, 4-5  
  setting resolution, 4-4  
  setting up, 1-6  
  shutting down, 3-6

